Complaint Process

**Informal Process**
- Student with issue/concern
  - Brings issue to concerned party to resolve issue internally
    - Was a resolution met?
      - No
        - Issue escalates to appropriate Administrator
          - Was a resolution met?
            - No
              - End
            - Yes
              - Student submits formal complaint
                - Form is routed to the appropriate department
                  - If issue concerns harassment or discrimination
                    - Vice President of Student Affairs (Title IX or Harassment, Discrimination)
                      - Resolution?
                        - No
                          - Board of Trustee
                        - Yes
                          - End Resolution is documented
                            - Office of Civil Rights (OCR)

**Formal Process**
- Appropriate Administrator
  - Resolution?
    - No
      - Appropriate Administrator
    - Yes
      - End

- American Disability Act Compliance Officer
  - Resolution?
    - No
      - District EEO
    - Yes
      - End

- Academic Dean or Vice President of Academics
  - Resolution?
    - No
      - College President
    - Yes
      - End

- Vice President of Student Affairs (Title IX or Harassment, Discrimination)
  - Resolution?
    - No
      - Board of Trustee
    - Yes
      - End Resolution is documented
        - Office of Civil Rights (OCR)